

DHHDB Council Report Recommendation:

As a Council, our primary recommendation is related to the critical need for a single point of entry for individuals who are Deaf, Hard of Hearing and DeafBlind. In order to implement transformational change across all age groups, there is a pressing need for a single point of entry for services. With the closing of the Center for the Deaf and Hard of Hearing, Vermont lost its most visible and available resource for the entire Deaf, Hard of Hearing and Deaf Blind community.

1. **Single Point of Entry:** A position at the state level is needed to oversee the coordination of available services and resources in order to maximize impact and leverage resources. That position could work towards ensuring:
 - o Coordination of Available Services and Resources
 - o Data Collection, Collation, and Tracking
 - o Expansion of Professional Capacity
 - o Accessibility (Language, community, equipment) and Affordability

 - o Outreach & Public Education & Advocacy
 - o Psychosocial & Emotional Support

This individual would represent, coordinate and advocate for the needs of Deaf, Hard of Hearing and Deafblind children and Adults and could be a shared position between the Agency of Human Services and the Agency of Education. Additionally, this person's responsibilities would include collaboration with and support for the current Governor's Council and have the authority to implement the recommendations of the council through quality improvement initiatives and policy additions or changes. As this position represents new responsibilities across AHS and AOE and does not currently exist, a position would need to be created and funding appropriated by the Legislature.

This is Monica's description:

AHS DEAF, HARD OF HEARING, DEAFBLIND SERVICES DIRECTOR

Job Code: 521000

Pay Plan: CLS Salary Administration Plan

Pay Grade: 25

Occupational Category: Admin. Svcs. HR & Fiscal Oper.

Effective Date: 03/02/2008

Class Definition:

Administrative, planning and policy development work for the Department of Aging & Independent Living and for the Agency of Human Services involving the coordination, expansion, and development of all Agency services to deaf, hard of hearing, late deafened, and deaf blind Vermonters. Duties include identification of service gaps, program development to meet such gaps, and consultation on difficult cases. Duties are performed with substantial independence under the general direction of the Commissioner of Aging & Independent Living.

All employees of the Agency of Human Services perform their respective functions adhering to four key practices: customer service, holistic service, strengths-based relationships and results orientation.

Examples of Work:

Studies Vermont's deaf and hard of hearing population to identify unresolved issues, incidence rates, and other factors and develops databases and reports to reflect such information. Establishes contact with groups of deaf, hard of hearing, late deafened, and deaf blind Vermonters. Meets regularly with AHS Deaf Task Force. Develops collaborative relationships throughout AHS. Acts as consultant and problem solver regarding deaf services and programs. Educates AHS staff on issues related to access and service options for deaf, hard of hearing, late deafened, and deaf blind persons. Assists AHS managers and policy makers with the development of new or revised policies regarding such issues. Provides staff with latest information on equipment, accommodations, employment issues, education, resources as well as legislation and policies of other districts. Encourages the incorporation of best practice into AHS service delivery. Performs related duties as required.

Environmental Factors:

Duties are performed primarily in a standard office setting. Significant travel throughout the State will be required, for which private means of transportation must be available. Some work outside of normal office hours may be required.

Minimum Qualifications:

Knowledge, Skills and Abilities

Thorough knowledge of the differing needs, issues, and attitudes among the culturally deaf, the hard of hearing, the late deafened, and the deaf blind communities.

Considerable knowledge of currently available equipment, education, and accommodations available to persons with hearing-related disabilities and of current best practices in delivering services to those persons.

Working knowledge of the operating procedures, funding mechanisms, and legislative processes of State government.
Knowledge of current federal and state laws related to disability rights and access.
Ability to communicate proficiently with deaf, hard of hearing, late deafened, and deaf blind persons by using a variety of forms of communication.
Ability to conceptualize innovative but feasible increases and improvements in services to persons with hearing-related disabilities.
Ability to establish effective and collaborative working relationships among AHS staff, service providers, and consumer organizations.
Ability to perform job duties within the framework of the four key practices of the Agency of Human Services: customer service, holistic service, strengths-based relationships and results orientation.

Education and Experience

Education: Master's degree in a human services field.

Experience: Three years in a program which provides direct services to persons with hearing-related disabilities, including or supplemented by at least two years with responsibility for administration of a major program.

OR

Education: Bachelor's degree.

Experience: Five years in a program which provides direct services to persons with hearing-related disabilities, including or supplemented by at least two years with responsibility for administration of a major program.

Special Requirements

Proficiency in American Sign Language.

Candidates must pass any level of background investigation applicable to the position. AHS Policy 4.02, Hiring Standards, pursuant to 20 V.S.A. 2056c or other applicable statutory authority, requires criminal record checks for all AHS positions, including motor vehicle driving record checks and national record checks where appropriate.